

**Tender Reference: UHS/MED/SERV/TENDER/030/2024**

**Tender Issue Date: 24<sup>th</sup> October 2024**

**Tender Expiry Date: 7<sup>th</sup> November 2024**

**Description:**

No.	Description	Units	Duration
1	<b>Medical Freezers and Refrigerators Comprehensive Service Contract (As listed in Appendix 1)</b>	<b>47</b>	<b>3 Years</b>

**Dear Valued Vendors,**

The management of **University Hospital Sharjah (UHS)** has decided to invite vendors to participate in the tender process for the services detailed above. You are cordially invited to submit your proposals to provide the service for the items outlined in the attached documents-appendix 1.

The Tenderer is expected to adhere to the following terms and conditions:

1. The specifications of the propose service contract must be comprehensive (inclusive of spare-part and labour service) and informative, clearly detailing the scope of services, supply of parts its Brand, Origin, Unit of measurement, Quantity and Duration of Delivery period. Vendors are also required to provide performance criteria, mandatory warranties or support services, and must indicate the compliance to necessary certifications, such IEC - 601, ISO, ANS, BS, JIS standards whichever are mandatory that are applicable with performance of services.
2. The quoted price should align with the comprehensive service requirements in the attached document. This must be addressed to University Hospital Sharjah.
3. The financial offer must be submitted on your company's official letterhead, signed by an authorized representative, and delivered in a sealed envelope to the attention of the Director of Finance, **University Hospital Sharjah, PO Box 72772, Sharjah, in a sealed document**. The financial offer must include a clear cost breakdown by item (equipment, support, inclusion of spare parts, training, comprehensive maintenance), as well as details if any potential additional charges that may arise during the project. UHS requests fixed pricing terms throughout the duration of the contract.
4. All deliveries should be made in full for the ordered quantity to our Main Warehouse, located in the UHS vicinity, or as specified on the Purchase Order/Contract.
5. As a part of the Tender document, the Vendors are requested to provide their valid Trade License, Name, and Designation of the Managing Director/General Manager/Sr. Manager has the authority to bind their company for the business relationship. Also, the authorization letter/Agency certificate is required to confirm that the vendor is legalized to supply the items on behalf of the manufacturer/principal company. Additionally, vendors must submit proof of compliance with relevant local regulations, including VAT registration and applicable certifications related to Ambulance conversation certification from the vehicle manufactures, and others compliance standards as mentioned in point 1 above, as well as the following documents:
  - a) Updated company license/ MOA/ POA for the signatory (if any)
  - b) Company profile

- c) Tax registration certificate
  - d) Full company address
  - e) Non-conflict of interest declaration letter and disclosure of any COI
  - f) Any other documents/approval required by the government authorities to supply the same equipment
6. Payment terms are standard at 90 days from the date of submission of invoices unless otherwise agreed upon in writing with UHS's Materials Management Department.
  7. Any delays, short supplies, or non-conformance may result in the termination of the Purchase contract and/or imposition of a penalty for delayed services as per the Service Agreement terms and conditions. UHS may impose penalties up to 10% of the total contract value for delayed deliveries or non-compliance with agreed deliverables. **A performance bond may be required to ensure commitment to the agreed timelines and quality standards.**
  8. All proposed items should be evaluated & approved by UHS's technical team prior to confirmation. After the agreement, the supplies must adhere to the same quality, specifications, and sources as originally agreed upon. Any deviation will be deemed non-compliant.
  9. The brand/manufacturer mentioned should be maintained during the Supply contract period.
  10. Any defective products should immediately be replaced with new ones or rectified, as and when notified, within a maximum period of one month from the date of notification.
  11. UHS will constantly evaluate the compliance of contracted terms, consistency in supplies, and progress of work throughout the duration of the project. Vendors are required to submit regular progress reports at agreed intervals detailing progress, challenges, and actions to address any delays or issues. Should vendors not meet the requirements of UHS, UHS reserves the right to terminate the contract if the vendor is not able to rectify it during the time allotted by UHS's representative. Purchase Contact details (landline, mobile, emails) of the authorized representatives should be mentioned.
  12. **Tenders should be submitted in two sealed envelopes and submitted to the Materials Department UHS:**
    - a. **The Technical Service Proposal details (PLEASE DO NOT INDICATE ANY FINANCIAL VALUE IN THIS).** Vendors must submit a detailed work plan, including key milestones, ppm timelines schedule and resource allocation. If additional clarifications and details are requested, these need to be submitted to **(the Materials Department- UHS)**. Vendors must also provide information about the key personnel who will manage the project and their qualifications. Vendors are also required to submit references and a performance history of previous projects similar in scope, particularly in the healthcare sector, and show their post-implementation support plans, detailing how they will manage maintenance, upgrades, and ongoing support after the project's completion.
      - i. The technical offer should conform to the services required.
      - ii. Technical offer (hard copy and soft copy).
      - iii. Reference project where similar work was performed.

- b. **The Financial Offer** addressed to UHS's Director of Finance, with **tender reference**.

All the above documents should be submitted before the tender expiry date; all documents submitted after the expiration date will not be accepted.

13. UHS reserves the right to accept/reject the tenders without assigning any reason thereof.
- a. The tender will be as a complete project as per the Purchase contract.
14. Quality, Price, and sale services are combined parameters for tender evaluation. Once a vendor has been selected, a negotiation period will follow to allow both parties to review the contract terms thoroughly. This will ensure that all deliverables, KPIs, and expectations are clearly outlined before the final agreement is signed.
15. Vendors must submit a risk management plan, identifying potential risks to the project, such as security breaches, system failures, and disruptions to delivery schedules. Vendors should outline how they intend to address these risks, including their disaster recovery and business continuity plans (if applicable).
16. Vendors are encouraged to adhere to ethical practices and sustainability standards in their operations. This includes providing energy-efficient equipment and adopting environmentally friendly practices in their supply chain and delivery.
17. The Vendor, its employees, its subsidiaries, and everyone who has a direct or indirect relationship with implementing and securing the works and purchases included within the scope of this tender shall be obligated to inform UHS and disclose in writing any case of conflict of interest or any private interest that has arisen, will arise, or may arise. Any transaction related to UHS activities must be in accordance with UHS policies.
18. The vendor, its employees, and subsidiaries shall be obligated to maintain confidentiality of any data, drawings, documents, or information related to the tender - written or oral. Vendors must ensure that any data shared is protected by encryption standards and secure transfer protocols. Additionally, vendors are required to notify UHS of any data breaches immediately. Compliance with relevant data privacy regulations (e.g., GDPR, UAE Data Protection Law) is mandatory. This includes all dealings, affairs, or secrets related to UHS they may have encountered during the tender process. Vendors shall not be allowed to disclose any information related to the tender through any media outlet without obtaining prior written approval from UHS.
19. The copyright of any documents and materials submitted by UHS within this tender is owned by UHS, and accordingly, these documents and materials may not be copied, in whole or in part, or reproduced, distributed, made available to any third party, or used without obtaining prior written approval from UHS. If the vendor develops any custom software or systems for UHS as part of this tender, UHS will retain ownership of the intellectual property or have clear licensing terms for its continued use. All documents submitted by the UHS in connection with the request for proposals shall be returned upon request without any copies being retained by the bidder or any other person.

Appendix 1 (Equipment List)

No.	Name	Serial No	Model	Manufacturer
MEQ0570	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2054-013	PE307	LEC, UK
MEQ2336	REFRIGERATOR UNDER COUNTER	4080001244440964	LSR151UK	LEC, UK
MEQ2335	REFRIGERATOR UNDER COUNTER	4080009044440964	LSR151UK	LEC, UK
MEQ0568	REFRIGERATOR- MEDIUM- GLASS-DOOR	0090007744448511	PG907	LEC, UK
MEQ2333	REFRIGERATOR UNDER COUNTER	4080001544440964	LSR151UK	LEC, UK
MEQ4428	REFRIGERATOR	71117385444441885	I5IR-AEV-TS	THERMO SCIENTIFIC, USA
MEQ4543	REFRIGERATOR- PHARMACY	60700218444441793	PG 207C	LEC, UK
MEQ0573	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2115-025	LR307	LEC, UK
MEQ0576	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2145-008	LR307	LEC, UK
MEQ2332	REFRIGERATOR UNDER COUNTER	4080086444440964	LSR151UK	LEC, UK
MEQ1001	REFRIGERATOR - LB	996328	HLR125	HELMER, USA
MEQ1019	REFRIGERATOR - UPRIGHT WITHOUT TEMP RECORDER	996331	HLR111	HELMER, USA
MEQ1026	REFRIGERATOR - LABORATORY	996330	HLR125	HELMER, USA
MEQ1039	REFRIGERATOR - LABORATORY	996327	HLR125	HELMER, USA
MEQ1069	REFRIGERATOR - LABORATORY	996329	HLR125	HELMER, USA
MEQ3880	REFRIGERATOR- PHARMACY	60108637444440955	PGR273	LEC, UK
MEQ4734	FREEZER PLASMA	108192	LB 5020 NFN	TEKNALAB, ITALY
MEQ5309	REFRIGERATOR- AND FREEZER	116648	MT5020CB	TEKNALAB, ITALY
MEQ5373	FREEZER-ULTRALOW	1124961901220127	FDE-40086FV	THERMO FISHER, USA
MEQ0582	REFRIGERATOR- PHARMACY- UNDERCOUNTER	1926-004	PE307	LEC, UK
MEQ0575	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2145-009	LR307	LEC, UK
MEQ3671	REFRIGERATOR UNDER COUNTER	51145698444442769	LSR151UK	LEC, UK
MEQ0579	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2192-026	PE307	LEC, UK
MEQ0571	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2192-030	PE307	LEC, UK
MEQ2431	REFRIGERATOR UNDER COUNTER	51145703444442769	LSR151UK	LEC, UK
MEQ0574	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2054-025	LR307	LEC, UK
MEQ0569	REFRIGERATOR- MEDIUM- GLASS-DOOR	0090010444448511	PG907	LEC, UK
MEQ1027	REFRIGERATOR - UPRIGHT WITHOUT TEMP RECORDER	996332	HLR111	HELMER, USA
MEQ0567	REFRIGERATOR- MEDIUM- GLASS-DOOR	0090009344448511	PG907	LEC, UK
MEQ0572	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2054-030	LR307	LEC, UK
MEQ0577	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2145-010	LR307	LEC, UK
MEQ0580	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2034-017	PE307	LEC, UK
MEQ2432	REFRIGERATOR UNDER COUNTER	51145705444442769	LSR151UK	LEC, UK
MEQ0382	REFRIGERATOR- PHARMACY	11010004	MPR-1014R	SANYO, JAPAN
MEQ0383	REFRIGERATOR- PHARMACY	11010007	MPR-1014R	SANYO, JAPAN

MEQ0388	REFRIGERATOR- PASSTHROUGH	0117516101101001	LR25D	THERMO SCIENTIFIC, USA
MEQ0566	REFRIGERATOR- MEDIUM- GLASS-DOOR	0090009544448511	PG907	LEC, UK
MEQ1000	REFRIGERATOR DOUBLE DOOR	996333	HHB256	HELMER, USA
MEQ1976	REFRIGERATOR-PHARMACY	2004287	HPR245	HELMER, USA
MEQ4431	REFRIGERATOR- PHARMACY	104365	MT10010 4T	TEKNALAB, ITALY
MEQ5194	LAB REFRIGERATOR- 2 GLASS DOOR 1400L (A)	FF1887FM30920	AF140V	FRIMED, ITALY
MEQ5195	LAB REFRIGERATOR - 2 GLASS DOOR 1400L (B)	FF1886FM30920	AF140V	FRIMED, ITALY
MEQ5277	REFRIGERATOR -DOUBLE DOOR	G1703000307	SCT-POLAR- 6	SCIENTIFIC CHEMICAL TECHNOLOGIES
MEQ5158	MEDICAL REFRIGERATOR	90800224083729900	PGRC158UK	LEC, UK
MEQ0578	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2054-016	LR307	LEC, UK
MEQ0581	REFRIGERATOR- PHARMACY- UNDERCOUNTER	2054-027	LR307	LEC, UK
MEQ6388	REFRIGERATOR- PHARMACY	G1705000205	SCT-POLAR- 3	SCIENTIFIC CHEMICAL TECHNOLOGIES